



Patents

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Matthew G.A. McConnell et al.

Serial No.: 10/645,917

Filing Date: August 20, 2003

Title: Method and System for Selecting a  
Preferred Contact Center Agent Based  
on Agent Proficiency and Performance  
and Contact Center State

Art Unit: 2614

Examiner: Bui, Bing Q

Confirmation No.: 9581

Attorney Docket No.: 07117.105015

AMENDMENT AND RESPONSE UNDER 37 C.F.R. § 1.116

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Responsive to the Official Action mailed June 15, 2006, please enter the following  
amendments and consider the following remarks.

PLEASE ENTER  
B2  
9/28/2006

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail  
in an envelope addressed to: Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-  
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Michael L. Wach, Reg. No. 54,517